



North  
Carolina 911  
Board  
Presentation  
to the House  
Select  
Committee On  
The Use of 911  
Funds

January 26, 2010

Richard Taylor,  
Executive Director



# North Carolina 911 Board

- ❖ Created in SL 2007-383
- ❖ Increased the 13 Member NC Wireless 911 Board to 17
- ❖ State CIO or Designee Serves as Chair

## Governor appoints 4 :

League of Municipalities  
Association of County  
Commissioners

**VoIP Provider**

**NENA (this is a 2nd  
seat for NENA)**

Governor - 4

Speaker - 6

President - 6

State CIO - 1



# North Carolina 911 Board

- President appoints 6 :
  - Police Chief
  - CMRS Providers x 2
  - NENA
  - Local Exchange Carrier
  - **Local Exchange Carrier with less than 200,000 lines**
- Speaker appoints 6 :
  - Sheriff
  - CMRS Providers x 2
  - APCO
  - **Local Exchange Carrier**
  - **Local Exchange Carrier with less than 50,000 lines**

# Powers and duties of the 911 Board

§ 62A-42

- To develop the 911 State Plan. In developing and updating the plan, the 911 Board must monitor trends in voice communications service technology and in enhanced 911 service technology, investigate and incorporate GIS mapping and other resources into the plan, and formulate strategies for the efficient and effective delivery of enhanced 911 service.

# Powers and duties of the 911 Board

§ 62A-42

- To develop the 911 State Plan
- To administer the 911 Fund and the monthly 911 service charge authorized by G.S. 62A-43

# Powers and duties of the 911 Board

§ 62A-42

- To develop the 911 State Plan
- To administer the 911 Fund
- To distribute revenue in the 911 Fund to CMRS providers and PSAPs in accordance with this Article and advise CMRS providers and PSAPs of the requirements for receiving a distribution from the 911 Fund

# Powers and duties of the 911 Board

§ 62A-42

- To develop the 911 State Plan
- To administer the 911 Fund
- To distribute revenue in the 911 Fund
- To establish policies and procedures to fund advisory services and training
- To investigate the revenues and expenditures associated with the operation of a PSAP to ensure compliance with restrictions on the use of amounts distributed from the 911 Fund

# Powers and duties of the 911 Board

§ 62A-42

- To develop the 911 State Plan
- To administer the 911 Fund
- To distribute revenue in the 911 Fund
- To establish policies and procedures to fund advisory services and training
- To investigate the revenues and expenditures
- To make and enter into contracts and agreements necessary or incidental to the performance of its powers and duties under this Article and to use revenue available to the 911 Board under G.S. 62A-44 for administrative expenses to pay its obligations under the contracts and agreements

# Powers and duties of the 911 Board

§ 62A-42

- To develop the 911 State Plan
- To administer the 911 Fund
- To distribute revenue in the 911 Fund
- To establish policies and procedures to fund advisory services and training
- To investigate the revenues and expenditures
- To make and enter into contracts
- To accept gifts, grants, or other money for the 911 Fund

# Powers and duties of the 911 Board

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- To develop the 911 State Plan
- To administer the 911 Fund
- To distribute revenue in the 911 Fund
- To establish policies and procedures to fund advisory services and training
- To investigate the revenues and expenditures
- To make and enter into contracts
- To accept gifts, grants, or other money
- To undertake its duties in a manner that is competitively and technologically neutral as to all voice communications service providers

# Powers and duties of the 911 Board

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- To administer the 911 Fund
- To distribute revenue in the 911 Fund
- To establish policies and procedures to fund advisory services and training
- To investigate the revenues and expenditures
- To make and enter into contracts
- To accept gifts, grants, or other money
- To undertake its duties in a manner that is neutral
- To adopt rules to implement this Article. This authority does not include the regulation of any enhanced 911 service, such as the establishment of technical standards

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- To administer the 911 Fund
- To distribute revenue in the 911 Fund
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- To undertake its duties in a manner that is neutral
- To adopt rules to implement this Article
- To take other necessary and proper action to implement the provisions of this Article

# Powers and duties of the 911 Board

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# Powers and duties of the 911 Board

§ 62A-42

- To develop the 911 State Plan
- **To administer the 911 Fund and the monthly 911 service charge authorized by G.S. 62A-43**
- To distribute revenue in the 911 Fund
- To establish policies and procedures to fund advisory services and training
- To investigate the revenues and expenditures
- To make and enter into contracts
- To accept gifts, grants, or other money
- To undertake its duties in a manner that is neutral
- To adopt rules to implement this Article
- To take other necessary and proper action to implement the provisions of this Article

## **§ 62A-43. Service charge for 911 service.**

(a) Charge Imposed. – A monthly 911 service charge is imposed on each active voice communications service connection that is capable of accessing the 911 system. The service charge is seventy cents (70¢) or a lower amount set by the 911 Board under subsection (d) of this section.

**§ 62A-43.(d) Adjustment of Charge** – The 911 Board must monitor the revenues generated by the service charge. If the 911 Board determines that the rate produces revenue in excess of the amount needed, the 911 Board must reduce the rate. The reduced rate must ensure full cost recovery for voice communications service providers and for primary PSAPs over a reasonable period of time. A change in the amount of the rate becomes effective only on July 1 of an even-numbered year.

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# *Before SL 2007- 383*

## Wireline (landline) = set locally

§ 62A-4. 911 charges. (a) Subject to the provisions of subsections (b) through (d) of this section the governing authority of any local government is authorized to adopt an ordinance to impose a monthly 911 charge upon each exchange access facility subscribed to by telephone subscribers whose exchange access lines are in the area served or which would be served by the 911 service. The 911 charge must be uniform and may not vary according to the type of exchange access facility used.

(1989, c. 587, s. 1.)

*Before SL 2007- 383*

Wireline (landline) = set locally

Wake County - \$ .25

Washington County - \$ 3.00

## *Before SL 2007- 383*

Wireline (landline) = set locally

|                   |        |         |
|-------------------|--------|---------|
| Mecklenburg -     | \$ .73 | 877,007 |
| Raleigh/Wake-     | \$ .25 | 864,429 |
| Guilford County - | \$ .30 | 468,344 |

## *Before SL 2007- 383*

Wireline (landline) = set locally

|                  |         |         |
|------------------|---------|---------|
| Orange County -  | \$ .50  | 129,296 |
| Wayne County -   | \$ 1.85 | 115,696 |
| Harnett County - | \$ 1.50 | 109,637 |
| Henderson County | \$ .55  | 103,836 |

## *Before SL 2007- 383*

Wireline (landline) = set locally

|                   |         |        |
|-------------------|---------|--------|
| Cherokee County - | \$ 1.00 | 27,128 |
| Bertie County -   | \$ 1.00 | 20,074 |
| Chowan County -   | \$ .60  | 14,687 |
| Clay County -     | \$ 1.00 | 10,458 |

# *Before SL 2007- 383*

## Wireline (landline) = set locally

|                 |          | 2006 Wireline<br>Expenditures | 2007 Wireline<br>Revenue |
|-----------------|----------|-------------------------------|--------------------------|
| Mecklenburg     | - \$ .73 | \$ 953,000                    | \$ 3,897,000             |
| Raleigh/Wake    | - \$ .25 | \$ 945,734                    | \$ 578,049               |
| Guilford County | - \$ .30 | \$ 824,713                    | \$ 855,438               |

Source of Information: Annual Financial Information Reports and Annual Financial Statements for the fiscal year ended June 30, 2006

# *Before SL 2007- 383*

Wireline (landline) = set locally

|                  |         | 2006 Wireline<br>Expenditures | 2007 Wireline<br>Revenue |
|------------------|---------|-------------------------------|--------------------------|
| Orange County -  | \$ .50  | \$ 408,676                    | \$ 416,990               |
| Wayne County -   | \$ 1.85 | \$ 913,620                    | \$ 1,070,141             |
| Harnett County - | \$ 1.50 | \$ 612,783                    | \$ 620,955               |
| Henderson Cty -  | \$ .55  | \$ 348,934                    | \$ 338,904               |

Source of Information: Annual Financial Information Reports and Annual Financial Statements for the fiscal year ended June 30, 2006

## *Before SL 2007- 383*

Wireline (landline) = set locally

|                 |           | 2006 Wireline<br>Expenditures | 2007 Wireline<br>Revenue |
|-----------------|-----------|-------------------------------|--------------------------|
| Cherokee County | - \$ 1.00 | \$ 259,530                    | \$ 272,718               |
| Bertie County   | - \$ 1.00 | \$ 107,878                    | \$ 101,319               |
| Chowan County   | - \$ .60  | \$ 85,866                     | \$ 58,653                |
| Clay County     | - \$ 1.00 | \$ 75,627                     | \$ 75,662                |

Source of Information: Annual Financial Information Reports and Annual Financial Statements for the fiscal year ended June 30, 2006

## **§ 62A-46. Fund distribution to PSAPs.**

(a) Monthly Distribution. – The 911 Board must make monthly distributions to primary PSAPs from the amount allocated to the 911 Fund for PSAPs. The amount to be distributed to each primary PSAP is the sum of the following:

(1) The PSAP's base amount. – The PSAP's base amount is the amount the PSAP received in the fiscal year ending June 30, 2007, and deposited in the Emergency Telephone System Fund of its local governing entity, as reported to the State Treasurer's Office, Local Government Division.

(2) The PSAP's per capita amount. – The PSAP's per capita amount is The PSAP's per capita share of the amount designated by the Board under subsection (b)

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(2) The PSAP's per capita amount. – The PSAP's per capita amount is The PSAP's per capita share of the amount designated by the Board under subsection (b)

# After SL 2007- 383

Wireline/Wireless/VoIP = \$ .70

|                   |        | 2008 911<br>Expenditures | 2009 911<br>Revenue |
|-------------------|--------|--------------------------|---------------------|
| Mecklenburg -     | \$ .73 | \$ 2,318,220*            | \$ 4,955,880        |
| Raleigh/Wake -    | \$ .25 | \$ 1,697,121*            | \$ 1,493,970        |
| Guilford County - | \$ .30 | \$ 1,481,185*            | \$ 1,412,146        |

Source of Information: NC 911 Board Revenue Expenditure Report

\* Expenses have not been verified as reported

# After SL 2007- 383

Wireline/Wireless/VoIP = \$ .70

|                          |  | 2008 911<br>Expenditures | 2009 911<br>Revenue |
|--------------------------|--|--------------------------|---------------------|
| Orange County - \$ .50   |  | \$ 732,638*              | \$ 657,050          |
| Wayne County - \$ 1.85   |  | \$ 279,671*              | \$ 1,315,248        |
| Harnett County - \$ 1.50 |  | \$ 666,485               | \$ 833,864          |
| Henderson Cty - \$ .55   |  | \$ 378,895               | \$ 559,878          |

Source of Information: NC 911 Board Revenue Expenditure Report

\* Expenses have not been verified as reported

## After SL 2007- 383

Wireline/Wireless/VoIP = \$ .70

|                   |         | 2008 911<br>Expenditures | 2009 911<br>Revenue |
|-------------------|---------|--------------------------|---------------------|
| Cherokee County - | \$ 1.00 | \$ 128,912*              | \$ 398,620          |
| Bertie County -   | \$ 1.00 | \$ 98,472*               | \$ 218,687          |
| Chowan County -   | \$ .60  | \$ 104,933*              | \$ 169,105          |
| Clay County -     | \$ 1.00 | \$ 195,672*              | \$ 179,907          |

Source of Information: NC 911 Board Revenue Expenditure Report

\* Expenses have not been verified as reported



How do we put together the  
North Carolina 911 puzzle?

North Carolina State 911 Plan  
§ 62A-42.(a)(1)



# North Carolina State 911 Plan

§ 62A-42.(a)(1)

- Contracted with Intrado
- Contracted with East Carolina University
- Formed 911 Study Group



# 911 Board Study Group

## NC League of Municipalities

Carl Dean

Holly Springs

Benny Nichols  
Fayetteville

Mitchell Pate  
Lumberton

Charles Penny  
Rocky Mount

## NC Association of County Commissioners

Randy Keaton

Pasquotank

Brian McMahan  
Jackson

Christy Shearin  
Franklin

Lee Worsley  
Catawba

## APCO

Barry Furey

Raleigh/Wake 911

Stephanie Wiseman  
Mitchell Co 911

## NENA

Brenda Hewlett New  
Hanover 911

Tonya Pearce

City of Durham 911

# North Carolina Statewide 911 Plan

## Introduction

At two PM on Friday, November 16, 1968 the first 911 test call was placed in the small town of Haleyville, Alabama. This single occurrence revolutionized the emergency reporting and response mechanisms in the United States, and is the seed from which more than six thousand primary and secondary public safety answering points (PSAPs) nationwide have grown. The use of a three digit reporting number was introduced in Great Britain prior to World War II, and discussed in North America for several years prior to fruition, but Haleyville marked the first step toward making this dream a reality.

According to the National Emergency Number Association (NENA) an estimated 240 million 911 calls were made in 2008; a significant increase from that single call that started it all in 1968. The Federal Communications Commission (FCC) further assumes that about one-third of these calls came from wireless devices, although the experience of many PSAPs points towards wireless calls now making up a majority of all requests for emergency services. In addition to mobile telephones, consumer interest in emerging technologies and trends such as Voice over Internet Protocol (VoIP) communication, telematics services such as OnStar and ATX, text messaging, and social networking now place demands upon the 911 system that could not have been imagined four decades ago.

During those four decades, federal legislation and regulations have been enacted in an attempt to manage these changes. In 1996 the Federal Communications Commission released *Report and Order 94-102* which established guidelines for the deployment of enhanced wireless 911 and created cost recovery mechanisms for wireless carriers to develop and deploy such systems. This was followed by *The Wireless and Public Safety Communications Act of 1999* which, among other things, officially established 911 as the emergency number. The *Enhance 911 Act of 2004* created the National E911 and Coordination Office in order to facilitate federal, state, and local PSAP grant program. Most recently, the *New and Emerging Communications Act of 2008* focused on expeditious deployment of 911 with special needs. While this is to the complexity

# Draft 911 Study Group Findings

- 1: Change Definition of 911 System**
- 2: Establish Operational Standards**
- 3: Establish Minimum Training Standards**
- 4: Create New Sustainable Funding Model**
- 5: Expand Use of Fund based on Tiers**
- 6: Effective Purchasing**
- 7: Remove CMRS Cost Recovery with excess funds to grants**
- 8: MLTS Legislation**
- 9: Board Authority to Pay for Network**
- 10: Continue NENA Next Generation Partners**
- 11: Add 911 Board Technical & Project Staff**
- 12: Central Repository & Reporting Standards**
- 13: Statewide GIS/ALI Database**
- 14: State 911 Plan Updated No Less Than 2 Year Cycle**
- 15: Consolidation “Brick & Mortar” Grants**

## **§ 62A-47. PSAP Grant Account.**

(a) Account Established. – A PSAP Grant Account is established within the 911 Fund for the purpose of making grants to PSAPs in rural and other high-cost areas. The Account consists of revenue allocated by the 911 Board under G.S. 62A-45(c) and G.S. 62A-46

# 2009-2010 Grant Awards

| <u>PSAP</u>                         | <u>Score</u> | <u>Grant Amount</u>     | <u>Project</u>     |
|-------------------------------------|--------------|-------------------------|--------------------|
| Mitchell County                     | 452          | 916,772                 | E-911 Upgrade      |
| Guilford County                     | 428          | 502,197                 | NG-911 CPE Upgrade |
| Raleigh-Wake                        | 395          | 376,575                 | 911 Logger Upgrade |
| Macon County                        | 378          | 154,300                 | Oblique Imaging    |
| <b><u>Individual PSAP Total</u></b> |              | <b><u>1,949,844</u></b> |                    |

In order of ranking, with the first being the highest score, the 911 Grant Committee makes the following recommendations for Regional Initiative 2009 Grant Awards:

| <u>PSAP</u>                             | <u>Score</u> | <u>Grant Amount</u>      | <u>Project</u>   |
|---|--------------|--------------------------|------------------|
| Durham 911                              | 694          | \$ 12,344,000            | Statewide Orthos |
| Winston-Salem PD                        | 629          | 2,464,301                | Regional Network |
| <b><u>Regional Initiative Total</u></b> |              | <b><u>14,808,301</u></b> |                  |

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# Questions



*Richard Taylor*

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